

Autumn 2026 | Issue 33

Housing Matters

News from your Council

Highlights from our Annual Report to Tenants

Your safer homes update

Rent accounts update

Green flag awards for our biggest estates



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



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Since becoming lead member for Housing in May, I have been out visiting our estates, with more visits planned before the end of the year. If you would like me to visit your estate, please do get in touch.

One of the clearest messages I have heard is the importance of getting our major works programme right. As this edition shows, we have invested £52 million this year in improving residents' homes. Sustaining this level of investment in our housing stock, against an incredibly challenging financial backdrop, isn't easy. The Government has not provided the level of funding to the Lancaster West Estate project as we had hoped, something I am sure many residents share my disappointment in. At the same time, the Government is also removing over one hundred million from our general fund budgets, meaning that the Housing Revenue Account will have to self-sustain the investment required.

The last thing I want to do is cut back on our investment programme and delivering on our promises to the Lancaster West Estate and meeting our Decent Homes commitments are my key priorities. Indeed, my first action as Lead Member was to take a paper to Leadership Team for a £70 million-plus co-designed refurbishment of the Walkways on Lancaster West, keeping our promise to residents, and I have tasked our team to work actively on how we deliver the promise for the rest of the estate.

However, the simple fact is that the cost of all our major works is beyond what we can borrow. We already have a programme of disposal of expensive vacant street properties, something that will continue. Efficiencies in our operations should always be first, but difficult as it is, I believe targeted disposals of a small number of empty homes that allow us to bring the remaining homes up to a genuinely decent standard are preferable to retaining every property at the cost of leaving many of them not properly improved. We will be setting out more on this in the autumn, but please be assured that it won't mean anyone losing the home they live in.

Cllr Cem Kemahli
Lead member for housing



You've got mail

Would you like to receive your next Housing Matters by email instead of by post?

You'd be able to read it on all your digital devices, at home or on the go, and there would be zero postage or recycling when you're done reading. Let us know via email or give us a call.

Contact the Housing Matters team at housing.matters@rbkc.gov.uk or call us on 0800 137 111.

Help us plan better homes for the future

To help us understand the homes we manage, and plan repairs and major work, we carry out condition surveys (visual inspections) of all residents' homes.

If your home has not yet had a condition survey, please contact us now to book an appointment as it's vital that we have an accurate and up-to-date record for your home.

Why is the survey important?

The survey will identify any urgent repairs needed and will help us plan future investment, informing where work is needed most and how funding should be spent. Having your home surveyed does not mean work will happen straight away, but it does help us make informed decisions for the future.

Legal requirement

The Regulator of Social Housing requires all social landlords to have accurate, up-to-date information about the condition of their residents' homes. This is part of the Safety and Quality Standard, which became law on 1 April 2024.

We need to know the condition of your home, so that we can ensure it is safe and that our records are up-to-date and accurate, to inform future planned works.

Book your appointment before November

If you have not yet had a survey, please get in touch today.

Email stockconditionsurveys@rbkc.gov.uk or call **0800 137 111** and ask for the asset management team.

Your participation will help us keep safe, well-maintained homes and make the best use of future investment.



Residents give major works programme thumbs up

We understand that living through any sort of refurbishment, big or small, is disruptive. Our teams work hard to make sure that any disruption is kept to a minimum and we hope that once the work is finished everyone feels it's worth it.

Once works have been completed, residents are invited to take part in an independent satisfaction survey covering several aspects of the project, including the quality of work, communication, contractor performance, and overall experience.

We're pleased to report that resident feedback from April to June 2026 was overwhelmingly positive, with satisfaction scores remaining high across all areas measured.

Highlights include:

- ✓ 97.2% satisfaction with contractors' attitude
- ✓ 96.2% satisfaction with cleanliness and tidiness at the end of each day
- ✓ 94.4% satisfaction with the quality of work completed
- ✓ 90.8% satisfaction with the time taken to complete works
- ✓ 88.6% satisfaction with information and communication from the capital delivery team
- ✓ 83.1% of residents felt that the completed works and improvements had been worthwhile

Overall, the results demonstrate the team's continued commitment to delivering high-quality improvements while keeping residents informed and supported throughout the process.

If you would like to know more about our capital investment programme email capital.investment@rbkc.gov.uk



Meet the Damp, Mould and Condensation team

Safer
homes

Damp and mould can be a worry and is difficult to deal with by yourself. It can become a serious problem if left untreated, so, if you need help to tackle it, we have a team of experts to support you.

Our 13-strong team includes five technicians, five surveyors and three support staff, all working together to help residents tackle damp, mould, and condensation in their homes.

We spoke with members of the team about their roles, and how their work is making a difference to residents' homes and wellbeing across the borough.

Support staff

We are here to keep you updated on the progress of your case and will be your main point of contact while we investigate and carry out any work.

We monitor all damp, mould, and condensation cases from start to finish, ensuring they are dealt with efficiently. We check that the technicians' and surveyors' appointments are proceeding as planned, and review the previous day's appointments to schedule any repairs needed. We also analyse information and produce reports to share with residents and with management.

Surveyors

Our goal is to resolve your damp, mould and condensation issues during our first investigation. This starts with identifying how and why it's happening in the first place. We explain how the process works to make sure everyone understands how it occurs and how we treat it. Like the technicians, we complete several inspections each day. Our inspections take around an hour as we take our time to understand your home. Following our visits, we go back to the office to write up our findings and schedule any further investigation or work that's needed.

Technicians

Our priority is keeping residents safe by completing mould treatments quickly and safely. We also work with the repairs team to make sure repairs are carried out as quickly as possible.

We usually complete three to four jobs each day which include mould treatments and redecoration. You might see us wearing our hooded masks, a type of personal protective equipment. This is because we are working with mould and strong chemicals – it's nothing to worry about. Keep an eye out for us; we're here to help!



Our team are here to keep your home safe, warm and healthy – please get in touch if you are experiencing damp, mould and condensation email **HM-CustomerServices@rbkc.gov.uk** or call **0800 137 111** and ask for the damp, mould and condensation team.

Works complete at 14 Colville Square

We have recently completed improvement works at 14 Colville Square. In a two-month project that saw nearly £500,000 investment by the Council, improvements included:

- repairs to the roof
- replacement windows to a double-glazed high-performance model, improving the homes thermal efficiency
- new guttering and downpipes
- repairs to the external concrete and brickwork

We invited residents to view and choose materials for external surfaces and window frames before works started and ensured they were involved throughout the process.

We are pleased to report that the work was completed on time and say a big thank you to all the residents who were involved for your valuable input.

If you have any questions about any of our major works projects, contact the team by email to capital.investment@rbkc.gov.uk



Heat your home effectively

Heating your home efficiently can save money and help prevent damp and mould. Insulating your home and using your heating system effectively will help to reduce heat loss.

Minimising heat loss

Use draught excluders to seal gaps around windows and doors.

Fit thermal blinds or curtains.

Keep internal doors closed to retain heat.

Using your heating system

Get to know your heating system and its controls.

Use the timer function. For example, set your heating to come on 30 minutes before you wake up instead of heating your home overnight.

Use a room thermostat to keep your home between 18°C and 21°C, although some people may need a higher temperature.

It's more efficient to heat your home for longer at a lower temperature than in short bursts at a higher temperature (and it will cost less).



Don't leave electric hot water immersion heaters on for longer than necessary.

If you have any questions about heating, damp, or mould, please email HM-CustomerServices@rbkc.gov.uk or call **0800 137 111** and ask for the damp, mould and condensation team.

Community spirit on Silchester Estate

As part of our £40 million investment in the major refurbishment programme at Silchester Estate, we teamed up with our partner contractor, Equans, to host a fun-filled day for residents.

Held in late July, the event was the third in a series of community fun days and, as always, proved hugely popular with residents.

The day was filled with laughter and entertainment, with activities including:

arts and crafts

face painting

children's entertainer

bouncy castle

DJ

raffle

free food and refreshments

Lucky raffle winners took home a range of prizes, including a kettle, toaster, Love2Shop vouchers, chocolates and much more.

The event was made possible through the Council's social value programme, which sees contractors invest in the communities where they work.

Feedback from the day was overwhelmingly positive, and the team continues to work closely with residents as the refurbishment programme progresses.

Through its social value commitments, Equans has also been able to provide employment and training opportunities for residents living on the estate.

If you have any questions about the social value programme or would like to find out more, please email the team at capital.investment@rbkc.gov.uk



The year in review...



**Jahed Rahman,
director of
housing
management**

When I joined the Council in January we were facing some big challenges. We'd just been victim of a cyber-attack, which made things difficult for residents and staff. Even so, I was pleased to see staff working hard to improve homes, support residents and invest in our communities.

I'm pleased that the majority of the Council's services are getting back to normal, or that we've found ways to work around the issues and maintain services in most areas.

Over the last few months, I've enjoyed getting out and about joining Cllr Cem, lead member for housing, on his visits to some of our estates, as well as meeting residents (thanks to Campden Houses Residents' Association for the invitation to their garden party).

Looking back on our inspection

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Last year, the Regulator of Social Housing inspected our housing service. The inspection found that we were doing many things well, especially when it came to keeping residents safe. It also told us that we needed to improve some areas, including our understanding of the condition of our homes and the number of homes meeting the Decent Homes Standard.

We took this feedback seriously. Since the inspection, we have been working on a Housing Improvement Plan to help us make the changes that residents want to see. We are carrying out more surveys of homes, investing in improvements and making sure residents have a stronger voice in decisions.

Annual Report to Tenants

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We've just published our Annual Report to Tenants. It shares some of the things we have achieved together, as well as the areas where we still need to do better. We know there is more work to do, and we have a strong plan as the basis for making improvement in the future. We've made some changes to the format this year to make it a bit more detailed – please let us know what you think.

You can see a full copy of the Annual Report to Tenants on our website.

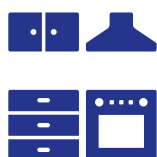
Visit www.rbkc.gov.uk and search Annual Report to Tenants.

Highlights from the Annual Report to Tenants

Despite the challenges, there was plenty of good news.

We invested £52 million in improving residents' homes.

This included installing:



**642 new
kitchens**



**453 new
bathrooms**



**new windows,
roofs and lifts**



**new fire safety
systems and
lighting**

We also completed more than 24,000 repairs during the year, with most repairs fixed at the first visit.

Keeping residents safe remains our top priority. We completed fire risk assessments for all buildings that needed them and continued important work on gas, electrical and building safety. Our specialist damp and mould team supported hundreds of households, helping to make homes healthier and more comfortable.

Residents making a difference

Residents have played a bigger role than ever in helping shape housing services. More than 200 residents helped us develop a new Resident Involvement Strategy. Resident groups reviewed policies, took part in consultations and challenged us to improve.

Young people also got involved. The Youth Council appointed its first housing lead, giving younger residents a stronger voice on housing issues. Across the borough, residents joined training sessions, attended meetings and worked with staff to help make services better.

Stronger neighbourhoods

Our neighbourhood teams continued working to make estates cleaner, safer and more welcoming. We invested £1 million in local improvements, including new play areas, bike storage and CCTV.

We also recovered 20 homes from tenancy fraud, allowing these homes to be given to families who need them.

Housing and employment teams supported hundreds of residents with training, jobs, benefits and financial advice, helping people improve their income and build more secure futures.

Looking ahead

The past year has not been easy, but it has shown what we can achieve when residents and staff work together. We have made progress, learned from challenges and continued investing in homes and services.

As we look ahead, our focus remains clear: safe homes, better services, stronger neighbourhoods and more opportunities for residents to help shape the future of housing in our borough.

Thank you for being part of that journey.

Money Cafés

If you're struggling to make ends meet, pop into your nearest Money Café for a chat with our friendly staff and get good support and advice on making your money go further.

Have a coffee and get:

- debt advice
- budgeting and saving tips
- benefit checks, appeals and grants eligibility
- connection to other support services to improve your wellbeing
- digital inclusion information

Kensal Resource Centre, Bosworth Road, W10 5EQ	World's End Community Centre, 16 Blantyre street, SW10 0DS	Portobello Court Community Centre, Portobello Court, W11 2DL
Thursday 1 October Thursday 5 November Thursday 3 December	Monday 12 October Monday 9 November Monday 14 December	Thursday 17 September Thursday 15 October Thursday 19 November Thursday 17 December

When you drop in, you'll also have an opportunity to share your thoughts on our service, voice your opinions, and help us improve.

Call **0800 137 111** and ask for the financial inclusion team or email financialinclusion@rbkc.gov.uk

Disposal of batteries and electrical items

Did you know lithium batteries (like the ones in your TV remote) can cause fires if you don't dispose of them correctly? Same with the ones in your laptop or phone.

Recently we've had two fires in the back of our bin lorries due to batteries being disposed of in household waste.

Take your old batteries to a collection point near you – they have them at many shops and supermarkets – or to your local household waste and recycling centre for safe disposal.

Where can I dispose of batteries safely in Kensington and Chelsea?

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Most shops that sell batteries have recycling points. You can also drop them off at:

Chelsea Library, Chelsea Old Town Hall, King's Road, SW3 5EZ

Kensington Central Library, 12 Phillimore Walk, W8 7RX

North Kensington Library, 108 Ladbroke Grove, W11 1PZ

Brompton Library, 210 Old Brompton Road, SW5 0BS

Kensal Library, 20 Golborne Road, W10 5PF

Council Offices, 37 Pembroke Road, W8 6PW

Market Office, 72 Tavistock Road, W11 1AN



Check your rent statement

In another important step in our recovery from last year's cyber-attack, rent payments are showing on rent accounts again. Being online makes it easier for you to see an up-to-date picture of your account.

Rent statements

We recently sent out rent statements. Take a few minutes to check yours and make sure all your payments are listed. If you spot a missing payment, contact your rent income officer at **HM-RentIncome2@rbkc.gov.uk** or call **0800 137 111** and ask for the rent income officer. We will investigate and let you know if we need proof of payment.

Issue affecting some payment cards

We are carrying out adjustments to uploading of payments from the new payment cards ordered after 14 November 2025. Payments made with these cards will not appear on rent accounts yet.

Once the adjustments are complete these payments will be added to the accounts. The rent income team has the list of those payments. Where there is evidence that payments are continuing to be made through this method, we understand that those arrears are outside of your control. Our rent income team will take this into account, and no action will be taken on these accounts while the adjustments are being carried out.

Housing benefit review

We are also reviewing housing benefit payments to make sure they have been added correctly.

If we find any overpayments or underpayments, we will make adjustments over the coming months, so accounts stay accurate and up to date.

Keep paying rent as normal

Please continue making your rent payments as usual. Paying regularly helps keep your account up to date and prevents rent arrears from building up.

If you're worried about money or finding it difficult to pay your rent, get in touch with your rent income officer as soon as possible. We can offer advice, check whether you're getting all the benefits you're entitled to, and discuss affordable repayment plans. The sooner you contact us, the sooner we can help.

Stay safe online

We encourage residents to stay alert online and take steps to protect their personal information. The National Cyber Security Centre offers practical advice on staying safe online and what to do if you are concerned about a data breach, visit **www.ncsc.gov.uk/collection/top-tips-for-staying-secure-online**.



Click here! Easy online access

Need to use Council services online but don't have a computer or internet access? You can now use our free computers at the Blantyre Street and Malton Road housing receptions. Our team is on hand to help you get started.

You can:

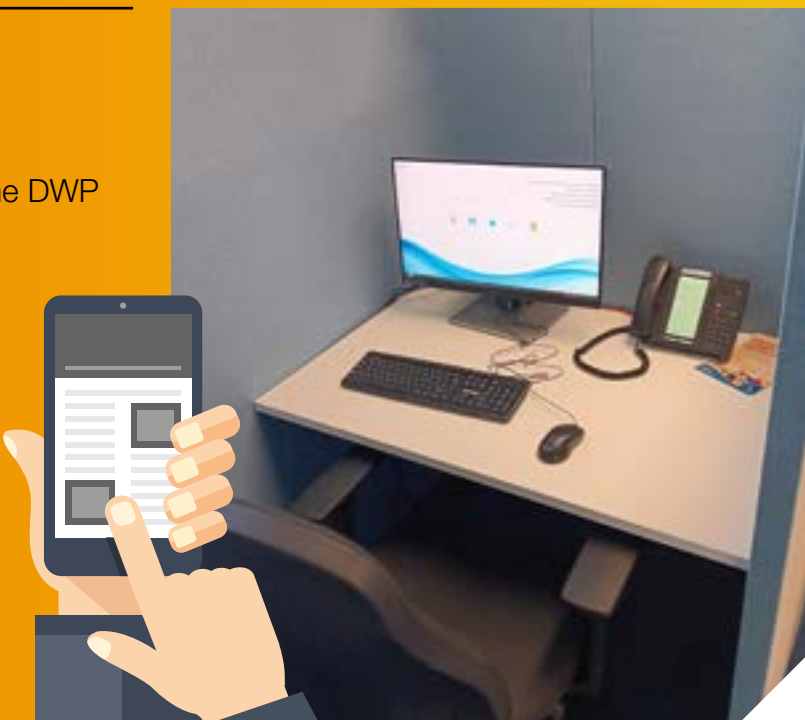
- apply for housing services
- upload documents
- fill in Council forms
- contact organisations such as the DWP and housing associations

Your information stays safe

Our computers are protected with security software. Nothing is saved after you finish, and each session is cleared automatically.

The Council's digital access team is planning to make more free to use PCs available later this year.

Drop in and give them a try!



Get more housing news

Stay up to date with the latest housing information by signing up for our monthly Housing News email.

You'll hear about:

- Money Cafés
- resident events and activities
- housing services and updates

To sign up, scan the QR code or visit **www.pages.comms.rbkc.gov.uk/p/housingnews**



Dedicated domestic abuse email address

Domestic abuse is not always physical. Someone may be controlling your money, checking your phone, stopping you from seeing family or friends, or making you feel unsafe. We're here to listen and support you. Email: **HMDomesticAbuse@rbkc.gov.uk** and one of our neighbourhood/housing officers will get in touch with you.

Only contact us when it is safe to do so. If you are in immediate danger call **999**. If you're unable to talk, press **55** when prompted and your call will be transferred to the police.

Heat networks: what's changing?

Around one in three homes we manage gets heating or hot water from a heat network. This is where a shared boiler supplies heat or hot water to several different homes.

Over the past few years, the Government has brought in new rules about how heat networks should be managed.

These mean:

- heat networks will be regulated by Ofgem
- homes must have individual heat meters where it's possible to fit them
- residents will get clearer information about charges
- customers will have stronger protections if things go wrong

We are creating a Priority Services Register for residents who may need extra help if their heating or hot water stops working. We'll share details on how to join when it opens.

Heat networks web page

For more information about the new regulations and protections, our plans to upgrade our heat networks and install heat meters, and how heating and hot water bills are calculated, visit our website www.rbkc.gov.uk/heat-networks or scan the QR code.



Upgrading our systems

We have checked the heat networks we manage and found that most need major upgrades before individual heat meters can be installed.

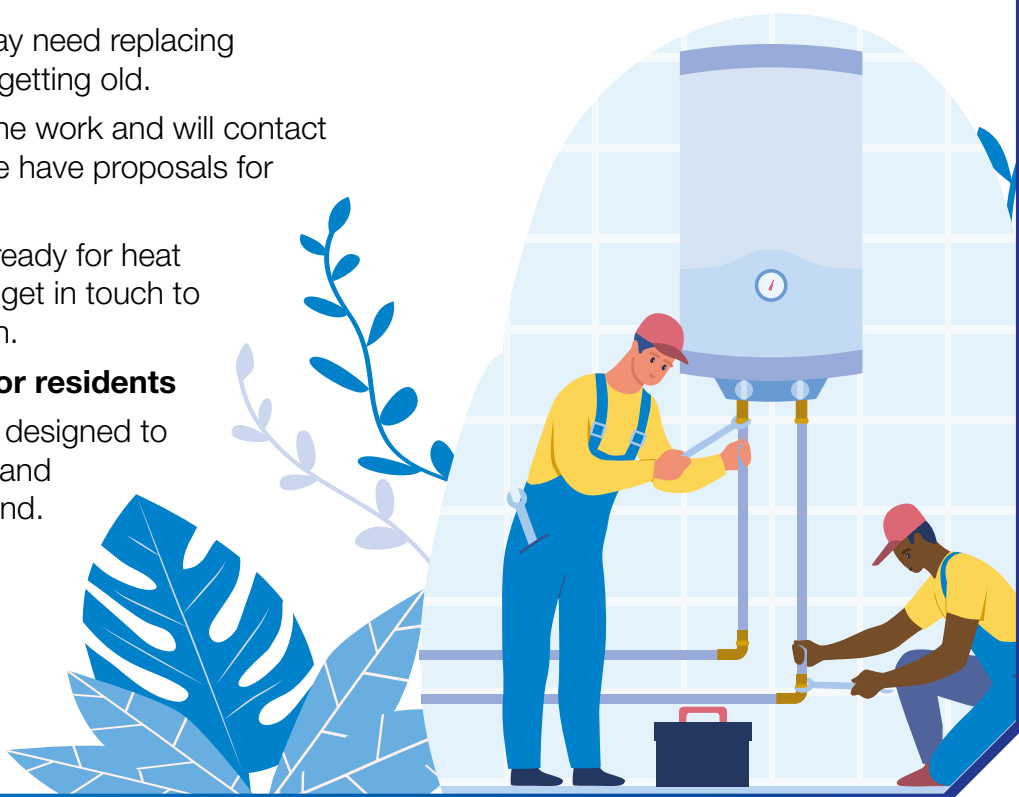
Some systems may need replacing because they are getting old.

We are planning the work and will contact residents when we have proposals for their building.

If your building is ready for heat meters now, we'll get in touch to arrange installation.

Better support for residents

The new rules are designed to make billing fairer and easier to understand. They also mean there is more support available if something goes wrong with the service.



Green flag status for our largest estates

Our three largest housing estates have all been awarded Green Flag status, the international quality mark for well-managed parks and green spaces. The achievement means Silchester Estate, World's End Estate and Lancaster West Estate are now recognised as some of the best green spaces in social housing in the country.

We work with residents to create greener and more welcoming places, through investment in estate landscaping, biodiversity, sustainability and resident-focused improvements.

The awards reflect the Council's commitments to improve not just residents' homes, but the local areas we manage.

If you would like to get in touch with your estates team email hm-environmentalservices@rbkc.gov.uk



Don't forget your permit

Please remember you need a parking permit to park any vehicle on our estates. This applies to motorbikes as well as cars.

Bikes chained to railings, left under windows, or blocking paths and entrances can create safety risks and inconvenience for other residents. Please park considerately and only in a marked bay.

Parking enforcement operates across our estates. If your motorcycle is not in a marked bay or does not have a valid permit, you may receive a penalty notice or have your vehicle removed.

Thank you for helping to keep our neighbourhood safe and accessible for everyone.

Parking policy online www.parking-on-estates.

For more information contact HM-Parking@rbkc.gov.uk



Teaming up for a new play area on Henry Dickens estate



Younger residents have been enjoying boundless fun on the Henry Dickens Estate, where we installed new and improved play facilities just ahead of the summer break. The new play area features swings, a roundabout and climbing frames.

The project was funded through the Estate Improvement Budget, and Football Foundation Section 106 contributions. This means there was no cost to residents for installing the new facilities. A real win-win for the community, and a great place for children to play, explore and enjoy the summer together.



Clydesdale House gym shapes up nicely



Residents at Clydesdale House now have the convenience of an outdoor gym right on their doorstep, thanks to their Estate Improvement Budget.

Following a proposal from residents and a short consultation, work was soon underway. The facility which is already proving popular is helping residents stay fit and healthy without the added expense of a gym membership.

The gym's location on the estate also makes it easier for families to keep an eye on children while exercising. The chance to meet neighbours outdoors is a bonus that can help improve wellbeing.

What is the Estate Improvement Budget?

Each Council-managed home is allocated £67 per year towards estate improvements. These contributions are combined to create the estate's annual improvement budget.

If you'd like to see a new playground, outdoor gym or another improvement on your estate, why not get together with your neighbours and put forward an idea? This time next year, you could be enjoying a brand-new facility in your community.

You can use your Estate Improvement Budget for a wide range of options, from CCTV to seating areas, greening projects or more.

If you have an idea for a project for your estate:

Get in touch with your resident association (RA) or compact representative. Alternatively call **0800 137 111** and ask for the environmental services team, or email **hm-environmentalservices@rbkc.gov.uk**



Wellbeing outings in September

There's always a way to get involved in community events and there's always time for a cuppa and a chat with your fellow group members. Get in touch if you would like to join us on a wellbeing outing in September. Events are free, you just need to register.

Chelsea Physic Garden

Tuesday 23 September, 11am to 2pm

Resident wellbeing and community visits offering an opportunity to connect with nature, learn, and spend time together.

Safeguarding training

Monday 2 November, 6pm to 8pm

Committee Room 2, Kensington Town Hall, W8 7NX

This is an overview of the Council's responsibilities and collaborations to protect children and adults at risk of abuse and neglect.

Disability Forum

Friday 9 October, 12 to 2pm

Committee Room 2, Kensington Town Hall, Hornton Street, W8 7NX

Residents of the Council's social housing living with disabilities, their carers, or relatives are invited to join the Disability Forum. This is an opportunity to help create positive change and make sure the views of people with disabilities are included in the council's policies and decisions.

For more information, or to request a place, contact the resident engagement team at hm-residentengagement@rbkc.gov.uk

Resident summit postponed

We're postponing the Resident Summit that was scheduled for **Saturday 4 November**. We'll reschedule it for early in the new year, and plan to use it to launch our new resident involvement strategy. Watch this space for further announcements.

Join the RBKC Performance and Scrutiny Panel

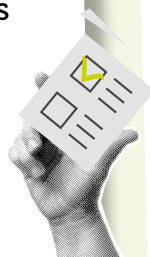
**Want to help improve housing services in Kensington and Chelsea?
Do you want your voice to be heard and make a real difference for local residents?**

We're looking for tenants and leaseholders to join our new Performance and Scrutiny Panel. This resident-led group will review housing services, ask questions when standards are not being met, and help shape positive changes for our communities.

What you'll do

As a member of the panel, you will:

- identify opportunities to improve services for residents
- work collaboratively with other residents and Council officers to drive positive change
- take part in detailed scrutiny reviews on specific service areas
- review performance information every quarter including key areas like repairs, major works, antisocial behaviour, and estate care services



What's involved?

- quarterly meetings at Kensington Town Hall (approximately two hours each)
- around four to six hours per month commitment
- opportunities to join smaller task groups undertaking in-depth reviews;
- full training and ongoing support provided.



Who can apply?

Any Kensington and Chelsea tenant or leaseholder. We aim to form a panel of 8 to 10 members.

We are committed to creating a panel that reflects the diversity of our borough and welcome applications from residents of all ages, backgrounds, genders, ethnicities, household types, tenures and abilities. A wide range of perspectives will help ensure the panel effectively represents our communities.

Why get involved?

This is a voluntary role offering opportunities to:

- influence decisions that affect thousands of residents
- help improve Council performance and accountability
- develop new skills and knowledge
- gain experience in scrutiny, governance and service improvement
- work alongside fellow residents to make a lasting impact in your community

Apply now

For more information or to express your interest in joining the Performance and Scrutiny Panel, please contact: **hm-residentengagement@rbkc.gov.uk**



LancWest Works Helping residents build their future

LancWest Works is the Lancaster West neighbourhood team's dedicated employment and careers support programme. Its mission is to connect residents with meaningful opportunities in work, training and personal development.

Services include:

- paid work placements
- one-to-one personalised employment support
- connections to local employers;
- access to free training and skills workshops;
- ongoing support while in work
- strong local networks to help residents thrive.

To date, LancWest Works has supported more than 140 North Kensington residents into employment, including roles within the Lancaster West Neighbourhood Team, the Council, partner organisations, contractors and a wide range of other sectors.

One resident benefiting from the programme is Marwa, who recently took part in the new Director for a Day initiative. The opportunity forms part of LancWest Works' broader work experience offer, giving young people from Notting Dale ward the chance to shadow Lancaster West neighbourhood director, James Caspell.

The experience provided Marwa with a unique insight into Council leadership, neighbourhood management, and the work being delivered across the local community. It also offered a behind-the-scenes look at how decisions are made and how local services are shaped and delivered.

During the day, Marwa attended meetings on the Lancaster West refurbishment programme and the Notting Dale Heat Network, joined site visits with residents, and spent time discussing career pathways and future aspirations with senior officers.

Khadra Ibrahim, careers lead at Lancaster West neighbourhood team, said:

"We want to ensure each young person's unique journey is supported, helping them build confidence, develop skills and take meaningful first steps into the world of work."

LancWest Works primarily focuses on supporting local residents into local roles, but also works with residents, colleagues and partners across North Kensington and the wider borough.

If you live on the Lancaster West Estate and would like to find out more about the opportunities available through LancWest Works, visit **www.wearew11.org/en/lancwestworks**



Save the date for the annual homeowner event

Whether you're looking for leasehold advice, ways to save energy, guidance on managing your finances, or information about service charges, repairs, estate services and major works, there will be a wide range of information stalls to explore.

Staff and experts will be on hand throughout the event to offer advice, answer your homeownership questions, and provide support face to face.

Now in its seventh year, the Homeowner Event continues to go from strength to strength. It's a fantastic opportunity to meet the home ownership team, speak directly with our partners, connect with your neighbours, and find out more about the services and support available to you.

We'll also have complementary refreshments and a few giveaways, so come along, have a chat, and make the most of what promises to be an informative and enjoyable afternoon. There is no need to RSVP or book an appointment. Simply drop in at any time between 4pm and 8pm.

We look forward to welcoming you.

Homeowner panel

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The Homeowner Panel is a quarterly meeting for leaseholders and freeholders who pay a service charge. It provides an opportunity to discuss issues affecting homeowners and hear about matters relevant to leaseholders. Please let us know if you would like us to add your email to the invite list for future meetings. Contact us on **020 7605 6464** or email **HM-Homeownership@rbkc.gov.uk** with your details.

Event details

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Homeowner Event
Monday 5 October
From 4pm to 8pm
The Great Hall, Hornton Street, W8 7NX



Housing Matters



CONTACT US



0800 137 111 or 020 3617 7080

For all enquiries



Royal Borough of Kensington and Chelsea
Town Hall, Hornton Street, W8 7NX



HM-CustomerServices@rbkc.gov.uk



www.rbkc.gov.uk/housing-management



Finished reading me? Recycle me!

YOUR LOCAL HOUSING OFFICES

Malton Road Office

2-4 Malton Road
W10 5UP
Open weekdays 9am to 5pm

Blantyre Office

Blantyre Street
SW10 0DS
Open weekdays 9am to 5pm

Pembroke Office

Pembroke Road
37 Pembroke Road, W8 6PW
Open weekdays 9am to 5pm

Lancaster West Estate Office

Unit 7, Baseline Studios
Whitchurch Road, W11 4AT
Open weekdays 8am to 6pm
Email: LancasterWestoffice@rbkc.gov.uk

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please call us on 0800 137 111 or 020 3617 7080.

Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات أخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.

French

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Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

Tagalog

Ang impormasyon sa dokumentong ito ay maaaring makuha sa iba't-ibang format at wika. Kung kailangan niyo ng karagdagang tulong, mangyari lamang na kontakin kami gamit ang mga detalye sa ibaba.

Spanish

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